

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION
SUPERIOR COURT**

CLASS TITLE:	OFFICE ASSISTANT
DEPARTMENT:	SUPERIOR COURT
REPORTS TO:	VARIOUS

CLASS CODE: 005666
FLSA STATUS: N
DATE: 10/99

JOB SUMMARY AND DISTINGUISHING FEATURES:

Performs work of routine difficulty which includes: greeting visitors; answering the phone and routing calls; processing mail; distributing and/or processing forms, applications, etc., and assisting visitors in completion of same; photocopying documents; filing; and making appointments for staff members. Serves as department receptionist and operates various office equipment. May also perform some routine data entry functions, issue permits and/or collect fees.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Serves as department receptionist; answers all incoming telephone calls and greets visitors and the general public, provides customer service and support; responds to inquiries and/or directs individuals to the appropriate area or assists them with information, providing applications, collecting and receipting money, issuing permits and licenses or answering questions.

Types letters, memos, charts, labels, reports, purchase orders, requisitions, forms or other correspondence on a word processor or typewriter.

Answers phone, takes messages, screens calls, determines nature and priority of call, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person.

Schedules appointments, meetings, or reservations for and at the request of staff.

Retrieves, opens, stamps, sorts, and distributes incoming, interoffice, and outgoing mail. Receives and distributes faxes and email.

Makes daily or weekly bank deposits.

Takes in, accounts for and issues receipts for money.

Enters and retrieves information from a computer terminal; uses the computer system to retrieve a variety of daily, monthly and yearly reports.

Sets up files/cases for clients, files information, distributes to staff members and maintains same; conducts related searches using various programs.

Makes certified copies of legal documents and/or indexes same.

Shreds documents.

Files and retrieves documents in an orderly fashion so that materials can be easily located.

Photocopies reports, charts, memos, and other various documents for staff.

Orders office supplies to maintain sufficient inventory for office use.

Maintains computerized inventory of parts and equipment for the department.

Monitors availability of informational forms, applications and handouts.

Enrolls clients in various programs.

Verifies and investigates reports and return mail; completes related searches and updates computer system.

Disseminates a variety of information to various agencies, divisions, or departments via telephone, mail, email or fax.

May serve as backup for other positions within the department.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal

Typewriter

General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and,

Six months to one year of experience performing general office duties such as typing, filing, and answering telephones; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

None

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Policies and procedures and departmental operating standards in assigned department.

Record keeping, report preparation, filing methods and records management techniques.

Customer service techniques.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

General office procedures, policies and practices, as well as basic knowledge of computer/VDT and other general office equipment.

Applicable state, federal and local ordinances, laws, rules and regulations.

Standard business arithmetic, including percentages and decimals.

All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

Using tact, discretion, initiative and independent judgment within established guidelines.

Analyzing and resolving office administrative situations and problems.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

The use of a typewriter and/or word processing software and equipment and the ability to type at 45 wpm.

Operating and routine maintenance of general office machines such as copiers, facsimile machines (FAX), and telephone systems.

Using a VDT to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Mental and Physical Abilities:

Ability to read and comprehend instructions, routine correspondence and memos.

Ability to understand and carry out oral and written instructions.

Ability to establish and maintain effective working relationships with others.

Ability to deal with problems involving several concrete variables in standardized situations.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 10 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.